FY2016 Avera Dells Area Hospital
Community Health Needs Assessment
Administrator: Scott Hargens
Community Health Needs Coordinator: Scott Hargens
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Executive Summary

Avera Dells Area Hospital, as part of their commitment to mission and the community, has conducted a Community Health Needs Assessment (CHNA) for the communities we serve. Avera Dells Area Hospital is located in Dell Rapids, S.D. which is approximately 20 miles north of Sioux Falls, S.D. Sioux Falls is the largest city in the state of South Dakota.

Avera Dells Area Hospital provides services to communities located within the rural Eastern region of the state. This report focuses on the communities of Dell Rapids, Garretson, Baltic, Colton, and Sherman located in Minnehaha County; Trent and Colman located in Moody County; and Chester located in Lake County. The majority of services provided are to members of these communities.

This report fulfills the requirements set forth by the Internal Revenue Code 501(r)(3) a statute established within the Patient Protection and Affordable Care Act (ACA) which requires not-for-profit hospitals to conduct a CHNA every three years. This report includes qualitative and quantitative information from local, state, and federal sources. Input was received from persons that represented a broad range of interests in the community, persons with public health knowledge and expertise; persons from medically underserved and vulnerable populations.

Throughout the prioritization process, Avera Dells Area Hospital identified public awareness of community services; convenience of care and transportation coordination; and physical activity as top priorities. Avera Dells Area Hospital will collaborate with local community partners to develop, implement, and measure activities to address these needs.
Introduction

Avera Dells Area Hospital is a licensed 23-bed critical access hospital located on the northern most part of Minnehaha County, S.D. Avera Dells Area Hospital is a leased facility operating under Avera McKennan Hospital & University Health Services of Sioux Falls, S.D., which is part of the greater Avera Health system. The Avera Health system includes hospitals, clinics, home care, long term care, and other health services at more than 300 locations in South Dakota, North Dakota, Minnesota, Iowa and Nebraska.

In 1998, the Presentation Sisters and the Benedictine Sisters joined their individual health ministries to form Avera. The formation of Avera is reflected in our name. The Avera Name is derived from the Latin term meaning “to be well”.

Avera Mission Statement
Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.

Avera Values
Compassion, Hospitality, and Stewardship

Although it is an IRS requirement to conduct the Community Health Needs Assessment (CHNA) every three years, the awareness of needs, through data collection and collaboration with community leaders, fits our mission and vision of improving the health of people in Minnehaha County and the surrounding areas. Data collection for Avera Dells Area Hospital CHNA began in early 2016.

The CHNA objectives were:
- To recognize health-related needs of Minnehaha County and its surrounding areas.
- To prioritize needs to determine appropriate follow-up.
- To develop community driven goals and strategies to address the identified needs.
- To take steps that will improve the health and lives of those living in Avera Dells Area Hospital’s service area.
Community Demographics

Community Description:
Avera Dells Area Hospital's service area covers three counties (Minnehaha, Moody, and Lake County) and eight rural communities, consisting of 7,950 South Dakota residents. The eight rural communities include: Dell Rapids (3,728), Garretson (1,216), Baltic (1,147), Colton (700) and Sherman (63), located in Minnehaha County; Colman (582) and Trent (233), located in Moody County; and Chester (261), which is located in Lake County. The location of these counties is shown in Figure 1 and community population percentage is in Figure 2.

Figure 1: Map of Counties

Figure 2: Community Population Percentage

(US Census Bureau, Quick Facts, 2015)

Avera Dells Area Hospital: Service Area
Total Population of Service Area: 7,950 Residents

(US Census Bureau, Quick Facts, 2015)
According to our electronic medical record system, nearly 85 percent of Avera Dells Area Hospital’s patients reside in Minnehaha County. Collectively Lake and Moody Counties represent the remaining 15 percent. The service area for the Avera Dells Area Hospital is largely rural in nature, with limited ethnic diversity. Avera Dells Area Hospital is located in Dell Rapids, which is approximately 20 miles from Sioux Falls, S.D. Sioux Falls is the largest city in the state of South Dakota. Being this close to Sioux Falls presents both opportunities and challenges for businesses and residents in our rural communities.

Population:
The following demographic and social economic information regarding Minnehaha, Lake, and Moody County represents the entire service area of Avera Dells Area Hospital.

Per the U.S. Census Bureau (2015 Data), there are 185,197 people residing in Minnehaha County; 6,430 people residing in Moody county; and 12,622 people residing in Lake County. The populations for Minnehaha, Lake, and Moody County have been relatively stable for the past two decades. The total population of all three counties is indicated in Figure 3.

Figure 3: Total Population

![Population Chart]

(US Census Bureau, Quick Facts, 2015)

Gender, Age, Ethnic/Race:
The community’s served gender, age, and ethnic characteristics are similar in comparison to the total county. The population for all three counties is comprised of approximately half males and half females as shown in Figure 4. According to the U.S. Census Bureau 2015 quick facts data, approximately 23 percent of persons living within the three counties are under the age of 18, and approximately 16 percent are 65 years of age or older. The majority of the three counties populations are predominantly Caucasian. There are small populations of Native Americans, Hispanics, Asian, and African Americans as shown in Figure 5.
Figure 4: Gender

(US Census Bureau, Quick Facts, 2015)

Figure 5: Ethnic/Race Breakdown

(US Census Bureau, Quick Facts, 2015)
Household Type & Income:
There are 76,120 households in Minnehaha County; the average number of person(s) per household in Minnehaha County is 2.48. There are 2,837 households in Moody County; the average number of person(s) per household in Moody County is 2.30. There are 5,659 households in Lake County; the average number of person(s) per household in Lake County is 2.35. The median household income for Minnehaha, Moody, and Lake County are as follows: $53,391, $50,651, and $50,378 (US Census Bureau, Quick Facts, 2015).

Medically Underserved/Underinsured:
According to the South Dakota Department of Health, Office of Rural Health, as of February 2016, Moody County is the only county that has been designated as a federal Medically Underserved Area. Lake and Minnehaha County do not hold this designation.

According to County Health Rankings and Roadmaps, the overall uninsured rate of South Dakotans is at 14 percent compared to Minnehaha at 13 percent, Lake at 11 percent, and Moody County with an uninsured rate of 15 percent.

Health Risks and Behaviors:
The five leading causes of death in 2014 for South Dakota residents were heart disease, cancer, accidents, chronic lower respiratory disease and cerebrovascular disease (stroke). Table 1 lists the leading causes of death for Minnehaha, Moody, and Lake Counties.

Table 1: 5 Leading Causes of Death in South Dakota

<table>
<thead>
<tr>
<th>Leading Cause of Death (per 100,000)</th>
<th>Minnehaha</th>
<th>Lake</th>
<th>Moody</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart Disease</td>
<td>143.3</td>
<td>135.9</td>
<td>152.7</td>
</tr>
<tr>
<td>Cancer</td>
<td>179.5</td>
<td>151.2</td>
<td>171.5</td>
</tr>
<tr>
<td>Accidents</td>
<td>40.4</td>
<td>31.9</td>
<td>40.5</td>
</tr>
<tr>
<td>Chronic Lower Respiratory Disease (COPD)</td>
<td>47.1</td>
<td>41.6</td>
<td>21.9</td>
</tr>
<tr>
<td>Cerebrovascular Disease (Stroke)</td>
<td>42.1</td>
<td>54.5</td>
<td>41.4</td>
</tr>
</tbody>
</table>

(SD Department of Health, 2010-2014)

According to County Rankings and Roadmaps, health risk factors such as tobacco use, excessive drinking, and obesity are identified as causes for cancers, cardiovascular diseases, respiratory conditions, and other chronic diseases. Figure 6 details Minnehaha, Moody, and Lake County’s percentages reflecting tobacco use, excessive drinking, and obesity in comparison to the state of South Dakota.
Figure 6: Health Risk Behaviors

(County Rankings and Roadmaps, 2016)
CHNA Process

Primary Data:

The assessment began with the gathering of primary data for Avera Dells Area Hospital’s service area. To ensure accurate input and representation from the service area, primary data collection included engagement of local community members of which represented a broad range of interests. The following representatives from the community were invited to participate.

- Assisted Living
- After School Program
- Bike Path
- Bus Transportation
- Chamber of Commerce
- Chiropractics
- City Council
- Community Development
- County Extension
- Dentistry
- Elected State Officials
- Emergency Medical Services
- Fire Department
- Food Pantry
- Grocery Store
- Hospital
- Large Business Owner
- Law Enforcement
- Long Term Care
- Medical Staff
- Mental Health
- Ministerial Association
- Municipal Leaders
- Optometry
- Preschool
- Private School
- Public Health Representative
- Public School
- Recreation Program
- Senior Meals Program
- Small Business Owner
- Summer Recreation Program
- Wellness Center
Other participants included in the primary data collection were the Avera Medical Group Dell Rapids Medical Staff, Avera Medical Group Dell Rapids Clinic Manager, Avera Dells Area Hospital Interim Administrator, Avera Dells Area Hospital Director of Nursing, and the Moody County Community Health Services Manager. Of the engaged entities, the following organizations represent and serve the medically underserved, low-income, and/or minority populations: Food Pantry, Moody County Community Health Services Manager, Senior Meals Program, and the Ministerial Association. It was crucial for Avera Dells Area Hospital to have involvement from these identified individuals. The Avera Dells Area Hospital Advisory Board was instrumental in generating community member involvement.

Secondary Data:

In addition, the assessment process included gathering secondary data for Avera Dells Area Hospital’s service area. Demographic and health-related statistics were obtained from a number of resources including the South Dakota Department of Health, U.S. Census Bureau, and County Health Rankings. The process for secondary data collection presented some challenges, as Avera Dells Area Hospital is located within Minnehaha County, which the city of Sioux Falls is also located. Much of the secondary data was only available at the county level, rather than at the specific city/town level. Therefore, the secondary data specific to Minnehaha County is somewhat misleading. For example there is more diversity in Sioux Falls than in the Avera Dells Area Hospital service area.
CHNA Community Input

Avera Dells Area Hospital worked hard to garner a significant level of positive engagement and input from a variety of Minnehaha/Lake/Moody County stakeholders. Personalized invitations were extended in an effort to engage individuals in the CHNA process. Personalized one-on-one phone calls were initially made, followed up with reminder letters and phone calls. The following information describes more specifically how the hospital engaged the community in the CHNA process.

The hospital conducted a total of 50+ community surveys on the evening of February 13, 2016. The hospital decided to use the County Fair grocery store as a location point to pass out the survey to willing participants living within the community. The community survey evaluated the presence of chronic health conditions, use of preventative measures, healthy lifestyle behaviors, and the status of healthcare coverage. Participants were encouraged to provide candid feedback, as responses were compiled in a confidential manner and reported in the aggregate. The data collected shown to be a representative sample of Minnehaha/Lake/Moody County with regards to demographics, based upon comparative demographic data reported by the U.S. Census Bureau. A copy of the survey is included in the Appendices.

Survey Data:
The following are statistics gathered through the community survey. Respondents reported:
- 45% ...they are in good to very good health.
- 16% ...they are in excellent health.
- 38% ...they have not been diagnosed with a chronic health condition.
- 91% ...they have sought out at least one preventative health measure in last 12 months.
- 41% ...they use local resources such as trails, parks, fitness centers, etc.
- 60% ...they engage in exercise weekly.
- 35% ...they eat the recommended 5 servings of fruit and vegetables each day.
- 95% ...they have some type of healthcare payer coverage.
- 60% ...they were able to see a doctor when they needed to.
- 72% ...the accessibility of healthcare services as accessible to easily accessible.
- 66% ...the quality of healthcare services as good to excellent.

In addition, the Dell Rapids hospital facilitated three focus groups during the course of a two day period. The schedule for those two days went as follows: Thursday, March 3, 2016 and Friday, March 4, 2016, of which a total of 27 individuals participated. Focus group questions prompted participants to identify what is healthy about the community, as well as what the most significant healthcare needs are facing their community. The focus areas identified in the previous 2013 CHNA: poor nutrition, lack of communication, fitness/inactivity, and behavioral health services were also evaluated for progress and relevancy. Participants were encouraged to provide candid feedback, as responses were compiled in a confidential manner and reported in the aggregate. Also, on April 14th, the Moody County Community Services Manager
participated in a 1:1 interview with the hospital administrator. This interview was conducted to gain greater insight into the most vulnerable of the community as the Moody County Community Services Manager works with and serves those most in need including but not limited to single parents, uninsured, underinsured and minority populations. A copy of the focus group questions is included in the Appendices.

Avera Dells Area Hospital reviewed the previous CHNA conducted in 2013. Since the prior CHNA was completed, Avera Dells Area Hospital has received requests for printed copies of the assessment. However, no written comments were received regarding that CHNA or Implementation Plan.
Prioritization Process:
The Avera Dells Area Medical Staff, Advisory Board, and Hospital Leadership Team worked diligently with the information provided to prioritize the community’s current health needs based on the following criteria: significance to the community; the need for additional resources; alignment with organizational mission; and impact on vulnerable populations. Throughout the prioritization process, Avera Dells Area Hospital was able to identify public awareness of community services; convenience of care and transportation coordination; and physical activity as top priorities. Again, it was critical to have representatives at the table for our medically underserved, low-income, and/or minority populations. The following is a list of issues identified by Avera Dells Area Hospital as being a top priority for the 2016 CHNA:

Public Awareness:
Information gathered from community members revealed a consistent message that Minnehaha County offers a significant amount of resources and services when it comes to health and wellness. However, there was an overwhelming feeling that such resources and services are significantly underutilized in the Dell Rapids hospital’s service area, which is believed to be a result of limited public awareness. Therefore, the CHNA prioritization process suggested that a central point of reference for resources and services would offer significant value. As well, the expanded use of technology was suggested as an avenue to promote health resources and services.

Convenience of Care and Transportation Coordination:
It was discovered that the community has needs for expanded preventative services and specialty care services, as well as needs for expanded hours of service beyond 8:00am - 5:00pm. Further, it was discovered there is a need for more convenient transportation services within the community. Addressing these concerns would reduce cost and time associated with travel, as well as improve access to care.

Physical Activity:
While the primary and secondary data collection showed the general population has a good understanding of the importance of active lifestyles, the data and results showed that such behaviors have opportunity to be improved upon. Therefore, the CHNA process revealed the need for a more comprehensive focus on encouragement/motivation of active lifestyles. As well, the need for more community efforts in providing physical activity resources and education that are affo-dable, accessible, and useful were identified.

The following statistic aligns with the local needs identified around physical activity:
- The South Dakota Health Behaviors Report of 2013 indicated the prevalence of “no leisure time physical activity” at 24 percent, compared to the nationwide median of 25 percent. The definition of no leisure time physical activity is “respondents who report no leisure time physical activity or exercise during the past 30 days other than the respondent’s regular job.”
Potential Available Resources:

The following is a list of community health resources available in the service area:

Avera Dells Area Hospital
- Provider-Based Health Clinic with 4 Providers
- Avera Dells Area Hospital Wellness Center
- 24/7 ED Coverage
- Inpatient and Outpatient Physical, Occupational, and Speech Therapies
- Dietician
- Cardiac Rehabilitation and Pulmonary Rehab Program
- Planet Heart Screenings
- Coordinated Care/Care Transitions
- Local Lab and Radiology Services
- Lung Cancer Screenings
- Mammography
- Hospital Auxiliary
- Hospital Foundation
- Hospital Advisory Board
- AMG Colton
- AMG Garretson
- Avera Dells Area Hospital Facebook Page
- Avera Dells Area Hospital Website

Other Resources:
- Dells Nursing and Rehab Center - LTC
- Sanford Orchard Hills – Assisted Living
- Palisades Manor – Garretson
- Community Health Clinic – Moody County
- Dell Rapids Community Food Pantry
- Revive Fitness
- GreatLife Fitness Center
- Dell Rapids Transit
- Dell Rapids Public School
- Dell Rapids St. Mary’s School
- Ministerial Association
- Meal-on-Wheels
- Colman-Egan Public School
- Garretson Public School
- Baltic Public School
- Chester Public School
Evaluation of Impact for FY2013 CHNA:

Avera Dells Area Hospital conducted its first CHNA in 2013. As a result of the CHNA, the following health needs were identified as priority health needs in the community. Evaluations of impact for the FY2013 CHNA are listed below:

**Obesity and Poor Nutrition:**
Obesity and poor nutrition were a large health concern for the Avera Dells Area Hospital service area. Through primary data collection, this was found to be a concern, especially with school-aged children. Along with the primary data collection, the secondary data showed that heart disease was one of the top reasons for treating patients. Obesity plays a significant role and is a contributing factor in a number of chronic diseases including but not limited to heart disease.

**Community Action** - In April 2012, Avera Dells Area Hospital held “Camp Med” for seventh and eighth grade students at Dell Rapids Public and Dell Rapids St. Mary’s schools. This program was in collaboration with the state of South Dakota. All Avera Dells Area Hospital departments hosted a booth at Camp Med, each providing education to students on a variety of health care careers. At one booth, staff shared nutritional information, as well as information on the importance of good nutrition. As a demonstration, this particular booth also offered healthy snacks to the students. Camp Med strived to bring an awareness of health-related careers for students to pursue, as well as awareness for healthier lifestyles. At Camp Med, hospital personnel were able to show students the many services available at Avera Dells Area Hospital; the intent is to continue this program going forward.

The Avera Dells Area Hospital offers dietitian consultation on a weekly basis. As well, the registered dietitian conducts one-on-one education sessions as requested. In an effort to better serve the community’s needs, this service is performed at no cost. Going forward, Avera Dells Area Hospital will take steps to further promote the dietitian consultation and education services to the community. Also, in July of 2013, Avera Dells Area Hospital began offering dietary consultation via eNutrition with a licensed Dietician.

**Communication/Extended Service Hours:**
Residents from Dell Rapids and the surrounding communities were not always fully aware of the services offered right in their own community. The assessment also revealed a need for extended hours, which would provide more flexibility for the community to receive health care services.

**Community Action** – A Facebook page was developed, along with updating the Avera Dells Area Hospital’s webpage, to help reach residents who utilize the internet and social media more often when exploring local services/resources. Avera Dells Area Hospital strives to place weekly posts on Facebook, as well as to assure the website remains current.
The laboratory explored opportunities to provide laboratory services earlier in the morning (7am). This allowed patients to come in earlier in the morning to receive their laboratory tests and not have to miss work or other related needs. To better serve the community’s needs, the radiology department has implemented one evening each month to providing mammogram screenings. Avera Dells Area Hospital also upgraded its own CT equipment to allow for “Planet Heart” services to be offered locally.

**Physical Fitness:**

Fitness and Inactivity were also concerns expressed during the 2013 CHNA interview process. During the primary data collection, we found that residents were not always utilizing fitness resources to remain fit and healthy. This is also consistent with the Minnehaha County Health Ranking.

**Community Action** - Avera Dells Area Hospital has a wellness center that offers reasonably priced memberships to the community. The wellness center has treadmills, Nu-Steps, stationary bicycles, elliptical machines, as well as weight machines. There are showers on site for members to use after their work-out sessions. The hours of the wellness center are 5 a.m. – 9 p.m. seven days per week, with the exception of noon – 2 p.m. on Monday, Wednesday, and Friday. Outside of those times, the wellness center is utilized for cardiac rehab. Avera Dells Area Hospital worked diligently to promote the wellness services available to the community.

**Behavioral Health Services:**

Availability of behavioral health services was a concern of individuals that were interviewed during the 2013 CHNA primary data collection process.

**Community Action** - Avera Dells Area Hospital hired a counselor that works at the clinic. Mary Dressing, LPH-MH has joined the Avera Medical Group and provides counseling including eating disorders and dietary counseling.

On May 23, 2016, the Avera Dells Area Hospital Advisory Board approved the Avera Dells Area Hospital Community Health Needs Assessment.

Board Chair: 

Max Merry

Date: 5/23/16
(Appendix A) Focus Group Questions:

1. What is healthy about your community? [strengths of the community and individuals]
   - We have a lot of walkers and bikers. The walking trail has been an asset.
   - The revive has been a great addition to the community.
   - We could use a little more affordable fitness membership. The hospital fitness
     center should be cleaner. It would be nice if the fitness center at the hospital
     was not so crowded. The hours are nice.
   - Garretson has a fitness center and a group diet center. They are trying to get
     walking trail but it has not happened yet. The gym offers open gym.
   - Garretson offers a clinic in the community.
   - Dell Rapids offers multiple levels of care for elderly
   - Food Pantry for an average of 13 families a week.
   - The grocery store is very accessible and has much more nutritious selection. It
     also has easy access to the pharmacy now that it is located in the grocery store.
   - The Garretson School has a backpack program.
   - Garretson has a food pantry and a program for veterans.
   - Positive sustainable growth in the community.
   - Support in the community in good and bad times. The community rallies
     together for one another.
   - Positive image
   - Relationships in the community are tight.
   - Variety of churches for everyone
   - Downtown business districts is growing
   - 4-H, Lyons Club, Church Clubs are strong in the community
   - How visible are we in the community? Communication and what is the best
     resources.
   - Bigger online presents for the younger generation
   - Fire and Rescue in town is very nice
   - Walking Path very nice
   - While we have fitness centers is nice but only the people that want to use it will
     use it.
   - Dell Rapids is growing and developing (Garretson, Baltic, and Colton is not)
   - Connections Group is starting to get going – Awareness to special needs in
     schools (Summer Schultz and Jennifer Rusink)
2. What healthcare services are most important to you?
   - Very nice having the clinic, ER, Ambulance, and Fire here.
   - Dell Rapids Transportation now accepts Medicaid.
   - Transit runs Monday to Sioux Falls and Tues, Wed, and Thursday in town.
   - Urgent Care and after hours clinic – communication to rural communities
   - Nursing home and assisted living
   - Meals on Wheels – Dells has Garretson does not
   - Senior Meals– Dells has Garretson does not
   - Clinic
   - Hometown Family Practice that knows their patients
   - Knowledge and caring patients that are part of the community
   - Services that are offered in the Dell Rapids from Sioux Falls so you don’t have to go to Sioux Falls
   - Primary Care and Emergency Care in the same town
   - Orthopedic Sports medicine at the school is nice and CORE comes on sight here

3. What is the most significant health care related need facing your family?
   - Acute care or urgent care
   - Preventative Health Services and Screenings
   - Orthopedics right in town
   - Family Practice needs – Maintenance
   - Aging Parents
   - More Urgent Care Hours
   - Communication of our hours available

4. What is the most significant health care related need facing your community?
   - Aging population (Garretson is aging community)
   - Very young children
   - Class to teach parents and expecting parents how to eat and how to feed their children.
   - Part of the problem is kids are at home alone, cooking alone, and that is when they eat more of the junk because that is what they know how to cook.
   - The food pantry is available to everyone and they do not have to apply to get the food.
   - Methodist Church is now feeding anyone on Wednesday night’s maybe they could have a dietician meet with these people.
   - American Legion has a meal once a month.
Teach a class to group for how to eat properly instead of how each individual needs to eat.

- Family and Childhood eating habits (Fast food)
- Significant gap in training adults in children how to eat and exercise to be healthy. The problem is a time restriction between activities and life.

5. The following questions are individually focused upon specific segments of health care

What is the most significant need related to physical activity?
- Access and education to what is available.
- Educating people on “activity is never a bad thing”
- Bring educators in from Great Life, Revive, and Rapid Fitness to discuss what is out there for patients.
- We need to find a way to bring all generations together.
- Therapy pool
- Trainers needed in Wellness Area, Wellness center crowded for disabled patients
- Education on Physical Activity, Nutrition, And Tobacco use – Physical Education on how to exercise for life
- Classes for elderly generations

What is the most significant need related to nutrition?
- Education and availability
- Backpack program
- Food Pantry – Very busy
- School nutrition could use a some improvement – They do have a salad bar but the basic food that is fed is preprocessed food.

What is the most significant need related to tobacco use?
- Vaporizers and e-cigs are the problems we are seeing now in schools.
- Education is still out there
- Accessibility to quitting. Quitline more easily accessible.
- Dell Rapids does not seem to have near the problem

What is the most significant need related to chronic disease management?

Beyond these segments, is there another area that should be prioritized? Why?
6. When was the last time you went to the doctor or hospital? If you haven’t been in the last year, why?
   - Need to go to Sioux Falls for specialty care
   - Go to the doctor once a year for updated meds
   - Wouldn’t go here if heart symptoms
   - Wouldn’t go here if OB
   - Yearly physicals
   - Wouldn’t go here for specialty care

7. On a scale of 1-5, with 5 being easily accessible, how would you rate the accessibility of healthcare services in your community? 5- Very satisfied every time needed to get in
   - Have had issues getting patients in with primary care physician
   - Need a wheelchair by the ER door.
   - 4 – There is always room for improvement
   - 5 – Always able to get into
   - Maybe we need a magnet with hours of urgent care and clinic hours that people could have in their homes
   - 3 – In Garretson due to the fact that it is not daily staffed by a physician
   - New phone system is causing some issues with scheduling

What are the two most significant barriers to accessing resources in your community?
   - Privacy is an issue because everyone knows everyone
   - Transit not available all the time

8. On a scale of 1-5, with 5 being excellent, how would you rate the quality of care in your community? Please explain your rating.
   - 5 – Good communications with the physicians, we have access to everything we have in Sioux Falls
   - 4.5 – You always know people care
   - The doctors are available when patients have questions
   - Physicians are attentive and personable
   - Personal issues are at times taken to Sioux Falls for privacy reasons.
   - 5 – Doctors and nurses are great people to come to work with
   - When you call and leave a message you get a call back. The doctor may even call you back.
If you could change one aspect of health care in your community, what would it be and why?
   - More privacy
   - The problem we have is we are close to Sioux Falls and people will go there just for convenience.

9. What actions, programs, and strategies do you think would make the biggest impact in addressing the community’s health care needs? (getting at potential solutions/recommendations)
   - Educations brought into the hospital
   - Nutrition classes
   - Wellness center cleaned up
   - Make the Wellness center more affordable
   - Acute Care
   - Walking area for elderly to walk in the winter/ Inside Walking Area
   - Exercise pool or recreation center
   - Educational Workshops Available in Dell Rapids instead of Sioux Falls (i.e. Diabetes Classes)
   - Promote things at local businesses
   - Open House and Tour of the facility
   - Health Fair
   - Landing Zone – Helicopter Pad
   - Landing Helicopter for Homecoming who is responsible
   - Bike Trail
   - Colton uses Taopi hall for walking

10. Other comments.
   - Behavioral health – is there somewhere these people should go. The hospital can do eConsult for this. Majority of the need is coming from people without insurance. Need help with low income needs in our community.
   - Flu vaccines are now going to be fee based. This is going to decrease the number of children getting vaccinated.

*** Questions to consider including:
   • What is one thing the healthcare system in the community is doing well?
• In what ways could the healthcare system in this community improve the way in which it serves the community, in general or in specific to one of the aforementioned health care segments?

(Appendix B) Survey Questions/Results

1. How would you describe your overall health?
   o Excellent - 9
   o Very Good - 26
   o Good - 18
   o Fair - 4
   o Poor -

2. Have you ever been diagnosed with any of the following chronic health conditions? Check all that apply.
   o Angina or Coronary Heart Disease -
   o Arthritis, Rheumatoid Arthritis, Gout, Lupus, or Fibromyalgia - 7
   o Cancer - 4
   o Chronic Obstructive Pulmonary Disease(COPD), emphysema or chronic bronchitis -
   o Diabetes - 5
   o High Blood pressure - 17
   o Mental Health condition (depression, anxiety, etc) - 6
   o Obesity - 9
   o I have not been diagnosed with a chronic health condition - 22
   o Other (Please specify) - 2
      - PCOS, Endometriosis, High Cholesterol

3. Which of the following preventive health measures have you had in the past 12 months? Check all that apply.
   o Blood pressure check - 44
   o Cardiovascular screening - 9
   o Cholesterol screening - 27
   o Dental cleaning/exam - 32
   o Eye exam - 31
   o Flu shot - 37
Avera Dells Area Hospital - 2016 Community Health Needs Assessment

- Mammogram (if woman) - 20
- Pap smear (if woman) - 13
- Prenatal (if woman) - 3
- Physical exam - 31
- Sigmoidoscopy and colonoscopy - 4
- Skin cancer screening - 7
- None of the above - 5
- Another preventative measure not listed above - Planet Heart, Thyroid test, Blood tested for deficiencies/abnormalities, Prostate Screening,

4. Please choose all statements below that currently apply to you.
   - I exercise at least 3 times per week. (other than my regular job) - 19
   - I exercise 1 or 2 times per week. (other than my regular job) - 16
   - I utilize local resources, such as trails, parks, & fitness clubs for exercise and recreation. - 24
   - I eat at least 5 servings of fruits and vegetables each day. - 20
   - I eat fast food more than once per week. - 9
   - I smoke cigarettes. - 4
   - I chew tobacco. - 1
   - I consume more than 4 alcoholic drinks (if female) or 5 (if male) more than 10 days/month - 6
   - I have access to a wellness program through my employer. – 14
     - No but would like
   - None of the above apply to me. - 7

5. What type of healthcare coverage do you have?
   - Health insurance - 48
   - Prepaid plans (HMOs) - 2
   - Medicare - 12
   - Medicaid - 4
   - Indian Health Service -
   - No healthcare coverage - 1
   - I don’t know - 2
   - Other (Please specify) – 3 - VA

6. Was there a time in the past 12 months when you needed to see a doctor but couldn’t because of any of the following reasons:
   - No appointment available - 4
• Cannot afford it - 1
• Cannot take time off from work - 4
• No transportation -
  • No specialist available in my community for my condition -
  • Other (Please specify) -
  • I was able to see a doctor when I needed to - 35
• I had no need to see a doctor in the past 12 months - 11

7. On a scale of 1-5, with 5 being easily accessible, how would you rate the accessibility of healthcare services in your community? Please explain your rating.

5 – (42) - Very Caring Staff, Very easy to be seen when needed, Handy because in town, Never a problem, I've never had any issue seeing a doctor here in town, Very Nice, Dells has excellent accessible health care, We only live 8 miles from Dells so we are good, Great, Can get in usually when I need to, Great doctors and staff, Very easy to go there, I have a doctor in Dell Rapids and he will recommend a doctor in Sioux Falls if I need one, Clinic open 6 days weekly – ER always available, Very easily accessibility,

4 – (7) - Usually able to easily get appt last minute no issues, Not sure I would go to the ER in an Emergency, Fairly easy,

3 – (5) - It is very hard to get an appointment with Dr. Herber for the same day. He was my kid's primary but I could not get into when needed, I live in Colton

8. On a scale of 1-5, with 5 being excellent, how would you rate the quality of healthcare services in your community? Please explain your rating.

5 – (38) - Very Caring Staff, Excellent Hospital/Clinic with Great Staff, Excellent Care, Love Avera, No complaints, Very Personal and Friendly, Top notch doctors and nurses as well as support help, Doctors at Dells clinic are great, I've seen it meet the needs, Excellent doctors and hospital, Never had a problem, Great, We are lucky to have a hospital and clinic in our community, Great and very accommodating, I am very satisfied with my doctor, Good health care services, No concerns top notch

4 – (11) - Very Good but go to Sioux Falls for Specialty Care, One doctor is questionable and I would refuse to see him (Dr. Skliris), Good Care, Pretty good doctors,

3 – (3) - I've had nurses' and doctor's mess up or misdiagnose

Demographic Questions:

9. What is your sex?
Female - 41
Male - 17

10. What is your age?
   - 18-24 - 4
   - 25-34 - 7
   - 35-44 - 9
   - 45-54 - 11
   - 55-59 - 6
   - 60-64 - 4
   - 65-74 - 10
   - 75-84 - 6
   - 85 years and more -

11. Ethnicity origin (or Race): Please specify your ethnicity.
   - White - 55
   - Hispanic or Latino - 1
   - Black or African American -
   - Native American or American Indian -
   - Asian / Pacific Islander -
   - Other -

12. What is your zip code?
   - 57003 - 4
   - 57022 - 41
   - 57065 - 3
   - 57018 - 4
   - 57016 - 2
   - 57017 - 1
   - 57055 - 1

13. Number of people living in your household? _____
   - 1 - 8
   - 2 - 28
   - 3 - 6
   - 4 - 6
   - 5 - 10
   - 6 - 1
How many are children under the age of 18?

0 – 37
1 – 5
2 – 5
3 – 8
4 – 1

14. Household income?
   - Less than $10,000 - 1
   - $10,000-$14,999 - 1
   - $15,000-$24,999 - 6
   - $25,000-$34,999 - 3
   - $35,000-$49,999 - 5
   - $50,000-$74,999 - 16
   - $75,000-$99,999 - 8
   - $100,000-$149,000 - 8
   - $150,000-$199,999 - 2
   - $200,000 or more - 1